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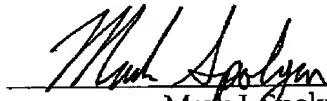
Date: January 14, 2005
To: United States Patent & Trademark Office
Fax: 703-872-9306
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RE: Transmission of Response to Office Action
U.S. Serial No. 09/896,887 filed June 28, 2001

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Papers Included Herewith:

1. Fax Cover Sheet (1 page);
2. Amendment (14 pages); and
3. Copy of Declaration (2 pages).

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Appl. No.: 09/896,887
Applicant: Krautkremer
Filed: June 28, 2001
Title: Methods, Apparatuses and Systems Enabling a Network Services
Provider to Deliver Application Performance Management Services

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Docket No.: 6533/53628
Customer No.: 30505

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

AMENDMENT A

Sir:

In response to the Office Action mailed October 15, 2004, please amend the application as follows.

Amendments to the Claims are reflected in the listing of claims which begins on page 2 of this paper.

Remarks begin on page 10 of this paper.